



OzForex Limited (ABN 65 092 375 703) ("OFX")  
AFS Licence No. 226 484  
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## Purpose and Contents

This Financial Services Guide ("FSG") is an important document that we are obliged to give you as an Australian Financial Services Licensee. It is designed to provide you with material information about our relationship prior to providing you with a financial service. The matters covered by this FSG include:

- 1 Who we are and how you can contact us.
- 2 The nature of our services.
- 3 The documentation that we will provide to you.
- 4 Our record-keeping obligations.
- 5 Who we act for.
- 6 Details of remuneration, commission & benefits received, and paid, by us.
- 7 Any relevant conflicts of interest we may have.
- 8 Our complaints handling procedure.
- 9 Our compensation arrangements.
- 10 Our privacy obligations.

If you would like further information, please ask us. Further details about our services and the foreign exchange market are available on our website at [www.ofx.com](http://www.ofx.com).

## 1 Name of Service Provider & Principal Contact

Any financial services offered are provided by representatives ("Representative") of OFX. OFX is an Australian deliverable foreign exchange service provider to businesses and individuals. You can contact us at:

OzForex Limited  
Level 19, 60 Margaret Street Sydney, NSW, 2000, Australia

Telephone: +61 2 8667 8090  
Facsimile: +61 2 8667 8080  
Email: [info@OFX.com](mailto:info@OFX.com)  
Website: [www.OFX.com](http://www.OFX.com)  
Principal contact: Head of Compliance

## 2 Services

### Nature of advice provided

We will provide you only with general advice concerning your transaction. This will be limited to the mechanics of the international money transfer you are entering into and will not take into consideration your specific financial circumstances and needs.

You will need to make your own assessment as to the nature and timing of any specific transaction you enter into. We recommend that you take all reasonable steps to fully understand the outcomes and risks of specific foreign exchange trades and strategies adopted in relation to utilising the service provided by us and that you obtain independent advice in relation to your specific financial requirements, including any taxation implications. Additional information regarding the potential outcomes and risks is contained within our Product Disclosure

Statement ("PDS").

### Australian Financial Services Licence ("AFSL")

Under our AFSL, we are authorised to:

- (a) provide financial product advice in relation to:
  - (i) foreign exchange products;
  - (ii) derivatives; and
  - (iii) deposit and payment products limited to non-cash payment products;
- (b) deal in financial products by:
  - (i) issuing, applying for, acquiring, varying and disposing of foreign exchange products and derivatives; and
  - (ii) applying for, acquiring, varying and disposing of deposit and payment products limited to non-cash payment products; and
- (c) make a market for foreign exchange products and derivatives.

### Financial services provided

We provide the following services:

- (i) foreign exchange spot contracts, forward contracts and foreign exchange options;
- (ii) online foreign exchange transactions;
- (iii) making a market for foreign exchange transactions; and
- (iv) general advice in relation to foreign exchange transactions.

### Types of Products

We are authorised to deal in, and provide general advice in relation to, the following products.

1. Foreign exchange spot contracts, which must be settled within 2 days.
2. Foreign exchange forward contracts (up to 12 months in duration).
3. Foreign exchange options.
4. Deposit and payment products limited to non-cash payment products.

Please refer to our PDS at [www.OFX.com](http://www.OFX.com) for details about how our foreign exchange products operate.

### Methods of providing financial services

If you wish to utilise our services you may issue us with instructions:

- (i) in person via the telephone;
- (ii) online through one of our websites; or
- (iii) email, as may be mutually agreed between us.

## 3 Documentation

### Transaction documentation

We will ask you to enter into a master client agreement before you commence trading with us that will apply to every transaction you subsequently enter into with us, and we will provide you with all relevant execution and confirmation documentation in relation to



each individual transaction. Each transaction constitutes a separate contract which is governed by the terms of the master client agreement.

We will also provide you with confirmation of each transaction. Confirmation will be provided via email and/or your online account.

#### General Advice Warning

We will provide you only with general advice that does not take into account your individual objectives, financial situation or needs ("General Advice"). Whenever we provide you with General Advice, you should also seek independent advice to ascertain whether our service is appropriate for your particular financial circumstances and requirements.

As a practice, we do not provide advice that does take into account your objectives, financial situation or needs.

#### PDS

If we recommend that you acquire a financial product, or offer or arrange to issue you with a financial product, we will also provide you with a PDS containing information about the product to enable you to make an informed decision about whether to acquire the product. A copy of the PDS can also be downloaded at any time from our website.

## 4 Our record-keeping obligations

We maintain accurate records of all advice given and transactions entered into. All telephone calls are recorded and are retained in accordance with our record retention policy. We will use recordings, and transcripts of recordings, should any misunderstanding or dispute arise between us.

## 5 Who do we act for?

We act on your behalf for the purpose of executing the transactions you have requested. From time to time, we may act as principal and enter into foreign exchange transactions on our own behalf.

## 6 Remuneration, commission & benefits expected to be received or paid by us in relation to the provision of our financial services

### Transaction Fees

#### General Transaction Fees

We charge a transaction fee ("Fee") of AUD\$15 (or foreign currency equivalent) for transactions under AUD\$10,000 (or foreign currency equivalent) per recipient and no Fee for transactions over AUD\$10,000 (or foreign currency equivalent) per recipient. Additional transaction fees may apply if there is more than one recipient (EG: if a total amount of more than AUD\$10,000 was being sent to more than one recipient, separate Fees would be charged in relation to each recipient who received less than AUD\$10,000). Please note, for all transactions (regardless of size) made using Transfers, a fee of AUD\$15 (or foreign currency equivalent) is applied.

In some cases, we may not be able to send a payment directly to the recipient bank and will use an intermediary bank to make the payment. The intermediary bank may charge a fee for making the payment to

the beneficiary bank and those fees may be deducted from the amount remitted to the beneficiary bank. The beneficiary bank may also deduct or charge a fee upon receiving a payment sent by us. These third party fees are beyond our control; we receive no benefit from them and we cannot necessarily predict when they will be charged or the amount of the fees. You therefore need to bear in mind that the amount you are sending may not always be exactly the same as the amount received into the beneficiary account. Please contact us if you would like more information in relation to potential intermediary bank fees regarding your transaction.

#### Transaction Fees for the MoneyGram Money Transfer Service Customers

Where OFX provides services to customers through the MoneyGram Money Transfer Service, customers will be offered an alternative to OFX's standard Transaction Fees set out above. They will be given the option of prepaying for a bundle of transfers in advance and will receive extra transfers for free. This option will be available only to customers paying by Debit Card and any advance payment will not be refundable.

For example, instead of paying AUD\$15 for 4 separate Transactions under AUD\$10,000 for a total fee of AUD\$60, a customer may elect to pay for 4 transactions in advance and pay only AUD\$45 for the 4 transactions, so that 1 Transaction is free. If a customer makes such an election, they must be sure that they will make the additional 3 Transactions, as the payment of AUD\$45 will not be refundable.

### Our remuneration

#### Remuneration Generally

In relation to all transactions, and in addition to any Fee that we might charge, we derive a profit ("Profit" or "Margin") on the transaction based on the difference between the rate quoted to you and the rate we can negotiate with our own providers. This Profit will vary according to the currencies involved and the arrangements that we enter into with our banks from time to time.

**Example:** Assume you wished to make a payment of USD \$20,000 to the United States. Our system might quote a rate of 0.8800 (this will vary depending on the current exchange rates at the time of the transaction). Based on this exchange rate, to pay USD \$20,000 to the United States, you would be required to pay us AUD \$22,727.27. The Profit that we make from this transaction is derived from the difference between the rate we quote to you and the wholesale rate we obtain from our bank (the wholesale rate is also referred to as the "interbank rate" or "market rate").

#### Commissions and remuneration paid by us

You may be dealing with Representatives of OFX, who are remunerated in a variety of different ways. Some are employed by OFX and are paid, in addition to an annual salary, a flat commission of 2-5% of the Profit (excluding any Fees charged) derived by us on each transaction. Others are paid a commission calculated in accordance with a sliding scale based on total monthly Profit and Fees with a two year trailing arrangement. The amount of commission they earn in relation to an individual transaction will be determined on a sliding scale by reference to the monthly Profit and Fees for all of the clients with whom they are transacting. Representatives may also be eligible for short term incentive payments which are determined according to several factors including individual, non-revenue based key performance indicators and company performance.



#### ING Direct International Transfers Service

Where OFX provides services to customers through the ING Direct International Transfers Service ("ING Service"), we will pay ING Bank (Australia) Limited ("ING Direct") 20% of the total revenue arising from OFX's provision of the ING Service, total revenue being the total revenue earned by OFX from transactions entered into by clients of the ING Service, including any transaction fees.

#### Travelex International Payments Service

Where OFX provides services to customers through the Travelex International Payments Service ("TIPS"), we will pay Travelex Limited ("Travelex") 50% of the net revenue arising from OFX's provision of the Service, net revenue being the Profit and Fee, less all costs incurred in providing the Service including, but not limited to, administrative costs, compliance costs and sales and marketing costs.

Where OFX provides services to customers who cannot be serviced under the terms and conditions of TIPS, OFX will pay Travelex a commission of 20% of the Profit and Fee for each transaction.

OFX and Travelex may also receive fees for advertising on the TIPS website ("the Website") and any emails that may be sent to customers of the Service. OFX and/or Travelex may have a financial interest in the outcome or success of the offers of financial products mentioned in the Website.

#### MoneyGram Money Transfer Service

Where OFX provides services to customers through the MoneyGram Money Transfer Service, we will pay MoneyGram Payment Systems, Inc. ("MoneyGram") 25% (and in some circumstances 35%) of total revenue arising from OFX's provision of the Service, total revenue being the total revenue earned by OFX from transactions entered into by clients of the MoneyGram Money Transfer Service, including any Fees and Profit.

#### Macquarie Referral Agreement

We have referral agreements with Macquarie Bank Limited and a number of its subsidiaries, including but not limited to Macquarie Equities Limited and Macquarie Investment Management Limited (collectively "Macquarie"), pursuant to which we pay Macquarie up to 50% (and in limited circumstances 70%) of the Profit in relation to each transaction entered into by a client referred by Macquarie.

#### General Referral Partner Agreements

We enter into a range of referral agreements with various partners ("Partner"), who refer clients to us, such as through their websites. If you are referred to us by a Partner, we will pay the Partner up to 40% of the Profit in relation to each transaction you enter into.

### 7 Disclosure of any relevant conflicts of interest

We do not have any relationships or associations which might influence us in providing you with our services.

### 8 Complaints Handling

We have an internal complaints handling process in place to resolve any complaints you may have as quickly and fairly as possible. All complaints should be discussed with your usual contact at OFX in the first instance who will attempt to resolve your complaint immediately.

Further details in relation to our complaints handling process are available on our website at [www.ofx.com](http://www.ofx.com).

If, after 45 days, you are dissatisfied with the outcome of our internal procedure, you have the right to complain to the Financial Ombudsman Service, who may be contacted on 1300 780 808 or at [www.fos.org.au](http://www.fos.org.au). This is an approved external dispute resolution scheme of which OFX is a member. You may also make a complaint via the ASIC free call Infoline on 1300 300 630 or at [www.asic.gov.au](http://www.asic.gov.au).

### 9 Compensation Arrangements

We have in place a professional indemnity insurance policy that satisfies the requirements for compensation arrangements under section 912B of the Corporations Act 2001 (Cth) and will cover claims in relation to the conduct of representatives, in addition to employees who have ceased to work for us since the time of the relevant conduct.

### 10 Privacy

We are subject to privacy laws. By entering into a master client agreement, you consent to us disclosing any of your Personal Information (as defined in the Privacy Act 1988 (Cth) in accordance with our Privacy Policy which is available on our website at <http://www.ofx.com>. The privacy of your information is very important to us. We have practices which include the secure storage of personal information and safeguards against the accidental release of personal information, and we also employ a number of technology security mechanisms to safeguard your information and ensure we provide you with a safe and secure service. Please contact us at [privacy@ofx.com](mailto:privacy@ofx.com) if you have any concerns.